

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1526
ANSWERED ON:10.03.2008
AWARENESS AMONG TELECOM CONSUMERS
Kaushal Shri Raghuvir Singh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the TRAI has taken steps in the direction of the educating, protecting and creating awareness among the telecom consumers;
- (b) if so, the details thereof;
- (c) whether there are Telecom Advisory Committees at the district level for Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited;
- (d) if so, whether the Government has received suggestions to bring other private telecom service provides companies under the ambit of the said Advisory Committees;
- (e) if so, the details thereof;
- (f) whether the Government proposes to consider the above suggestion; and
- (g) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) During Jan, 2008, TRAI has released an advertisement in the leading newspapers highlighting the institutional mechanism available to telecom consumers to redress their grievances against the service providers.

During the year 2007, TRAI has conducted four workshops on consumer education and capacity building of the Consumer Advocacy Groups.

During the year 2007, TRAI has also published a handbook highlighting the main points of consumer centric regulations, directions and its orders.

(c) The TACs are at Telecom District level.

(d) Yes, Sir.

(e) & (f) Shri Raghuveer Singh Koshal, Hon'ble M.P. has made a suggestion for formation of Telecom Advisory Committees (TACs) in private telecom service provider companies in line with Bharat Sanchar Nigam Ltd. However, at present, there is no such plan.

(g) Does not arise in view of (e) & (f) above.